

LUT UNIVERSITIES

# EMAIL USE POLICY

# Email Use Policy

This Email Use Policy concerns all users of the higher education institution's email systems. The parts applying to staff members concern all of the institution's organisational units, their employees and other users in corresponding positions (such as scholarship-funded researchers and docents). The rules also concern all Information Services and Technology (IS&T) employees responsible for email systems.

Senders are responsible for making sure that their messages are delivered successfully. Send particularly crucial messages well before their deadline and ask the recipient to confirm the receipt.

## Communications secrecy also applies to email

If you receive an email message intended for another person, you are obligated to maintain the secrecy of the message and refrain from utilising its contents or the knowledge of its existence.

- According to the Administrative Procedure Act (434/2003), section 21, a document delivered by mistake and dealing with administrative matters beyond the recipient's competence shall be transferred to the authority deemed to be competent, and the sender of the document shall be informed about the transfer; if such a transfer is not possible, the message shall be returned to the sender and deleted from the university's email system.
- All other received messages intended for another user must be returned to the sender.
- The forwarding and returning obligation does not concern messages containing malware or spam.

## Email addresses

In matters related to the higher education institution's activity, organisational email addresses are the primary recipient address. Emails related to studies are sent to student email accounts issued by the institution and those related to work are sent to employee email accounts issued by the institution. An organisational email is an official email address

**Use an organisational email address for official matters and for providing services.**

Organisational addresses are formed according to a specific formula, for example:

- Institution level: records@university.fi
- Unit level: unit@university.fi
- For specific roles: rector@university.fi

As an email service user, you are personally responsible for keeping your mailbox clean and ensuring that the reserved space does not run out.

## The institution determines the email addresses and their format

The higher education institution can use various domain-based addresses related to certain roles, for example:

- organisational addresses can follow the format service@university.fi

- staff members' addresses follow the format john.smith@university.fi
- student addresses follow the format brian.kottarainen@student.university.fi

### Staff and student email addresses are based on the user's name

If another user with exactly the same name joins the community, the original user's email address remains the same. Characters or initials will be added to the newcomer's address.

### Use of email and email addresses

- Use an organisational address (records@university.fi) or work email address (john.smith@university.fi) in work-related matters.
- For personal messages, use the address with your name (john.smith@university.fi).
- Your inbox is not meant for storing documents. Submit documents that require filing to Records Services. For further information, write to Records Services asiakirjapalvelut@lut.fi or asiakirjapalvelut@lab.fi.
- You are not allowed to transfer or re-route organisational or work-related emails to an external email account.
- If you receive a message containing a confirmation request, send the confirmation immediately.

### Organisational addresses have owners

The owner of an organisational address must make sure that the received messages are regularly read and answered.

- Email messages received in the organisational account belong to the employer.
- The address owner must respond to any received messages.
- The response must indicate that it is a reply to a message sent to an organisational address.
- Organisational addresses may not be used for personal communications.

### Messages sent to employee's work email accounts are considered private

- The higher education institution can retrieve and open an employee's email messages in certain cases and certain ways as defined in separate guidelines.
- Work-related email messages sent by employees must, when applicable, clearly indicate whether they are official statements related to work or the employee's personal opinions.

The email account provided by the institution can be used for private purposes within the limitations set forth in the IT Service Policies.

- Employees must clearly separate their personal and work-related email messages, both those received and sent.
- If a user is both a student and a staff member, the email messages related to each role must be clearly separated from each other.

#### External email accounts may not be used for work-related tasks

Access to external email services from the higher education institution's network can be technically restricted if such services are deemed a major information security risk.

#### Use of personal automatic replies

Personal automatic replies are recommended. They should advise the recipient to contact the relevant organisation address or substitute.

#### Monitor your email even during absences

Your inbox may also be closed for long leaves of absence. The recommended practice is to instruct your clients to use your organisation's email address for all contacts.

#### The email account is fixed-term

Do not leave personal messages in your work inbox when your access right expires.

Employees agree with their supervisor on the transfer of work-related messages to another user within the organisation. If you resign from your job before your employment contract expires, you or your supervisor can request that incoming email be blocked immediately.

#### Encryption of a message

If you are sending confidential email, encrypt it.

#### Mailing lists have owners

The owner must moderate the list, regularly check that it is up to date and remove any unnecessary addresses.

- The owners of the institution's mailing lists are responsible for maintaining and deleting the lists.
- If you have a personal mailing list, it is your own responsibility.

A mailing list is a personal data file. If you are using a personal mailing list (e.g. mass emails to students), send it as a blind carbon copy (BCC) so that the addresses on the list are not visible to all recipients.

#### You are not allowed to send or forward bulk emails

Individual users are not allowed to send bulk emails if their job duties do not require it and the matter has not been agreed on with their supervisor. The higher education institutions are entitled to exceptions in essential communications.

## Service provision and administration

### System administration can intervene in email traffic

To secure the level of service and safety of the email system, Information Services and Technology may intervene in email traffic. All email traffic goes through an automatic content analysis, based on which

- messages and attachments containing malware are automatically deleted;
- the delivery of harmful, oversized or numerous attachments can be restricted.

In addition, filtering and deletion without notification can be applied to messages

- sent from known spam servers;
- classified as spam based on the automatic content analysis.

### Expiration of an email address

An email address expires when the related access right expires. Messages sent to a user whose email account is no longer valid will not be delivered; instead, an automatic message is sent to inform the sender about the expiry of the address. When an email account expires, all its re-routing arrangements also become invalid.

## Other clauses

### Entry into force

This policy has been approved by the chief information officer and will enter into force on 15 February 2021.

This policy will replace the previous equivalent rules.

### Amendments

This policy will be reviewed regularly to ensure that it complies with all valid services and laws. Any significant personnel-related changes are addressed according to the co-operation procedure. Information about amendments is provided through the regular communication channels – never personally.

### Monitoring

Compliance with the Email Use Policy is overseen by Information Services and Technology, owners of services and supervisors within their job descriptions. Breaches of the policy lead to sanctions according to the Sanctions for IT Service Abuse.

Lappeenranta

Antti Sirviö, Chief Information Officer

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